



# CIITS HELP

## Instructions for calling the CIITS Help Desk

Pearson Technical Support recently implemented a new voice recognition system. Below are the steps an end user should use when calling Support for assistance with the CIITS program.

1. Dial 1.855.435.7459
2. When you are connected to the Interactive Voice Response (IVR), you will hear messaging and instructions about using the IVR. The messaging shares that we now offer speech in addition to the key pad.
3. The following menu will be shared: Orders, Invoicing or Technical Support.
4. Please say "Technical Support" or press 3 on your touchtone keypad.
5. You will be instructed to speak the product. Please say "CIITS" (sits) or "SchoolNet". The system will speak back your product.
6. If the playback is incorrect, say "no" or press 2. This will take you back to step #5.
7. If on the second attempt the system still does not appropriately recognize your product, you will be routed to our general work group. That workgroup will connect you with a skilled CIITS agent.
8. If the playback is correct, say "yes" or press 1.
9. You will be provided the standard message regarding call monitoring, and then asked to hold while you are routed to the next available SchoolNet agent.
10. If you have to hold for an available agent, you will hear several general messages about Pearson.
11. As soon as a skilled agent is available, the agent will greet the customer when connected.